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## Changi Airport reopens Terminals 1 and 3 to the public with additional safeguards

**SINGAPORE, 27 August 2021** – Singapore Changi Airport will reopen Terminal 1 (T1) and Terminal 3 (T3) to the public on 1 September 2021, with additional safeguards to protect travellers, airport workers and members of the public who visit the airport. These include restricting the use of the Arrival Halls to arriving passengers and professional meet-and-greet services to minimise interaction between arriving passengers and local residents. A new dedicated dining area has also been set up at T3 Basement 2 (T3B2) next to the Kopitiam food court just for airport staff, to minimise their interaction with the public. The air-conditioning and mechanical ventilation systems at the terminals have also been enhanced.

Over the past few months, Changi has stepped up safety measures and added layers to its existing COVID-19 defences, to keep passengers and visitors safe and to protect airport workers.

### **Restricted use of arrival halls**

The new health safety measures on the landside complements the zonal segregation in the transit areas already in place at Changi since May 2021. Only professional meet-and-greet services (for example those from hotels, transport services and company agents) will be able to meet and greet arriving passengers from low-risk countries<sup>[1]</sup> in the Arrival Halls. These representatives are required to present the passenger's flight itinerary to gain entry into the meeting area when the flight has landed. Only one representative is allowed to pick up each arriving passenger group. Other passengers from low-risk countries can pre-arrange their own transport or be picked up by family and friends at the terminal's Arrival Pick-up kerbside. Taxi services will also be available for passengers.

### **Dedicated rest and dining area for airport staff**

At the T3 Arrival Hall, parts of the area have been converted into a staff rest area. The F&B and retail outlets located at T3 Arrival Hall will be temporarily closed to the public with this zonal segregation.

To enhance segregation at the airport, a staff dining area adjacent to the Kopitiam food court at T3B2 has been set up to provide airport staff dining at the food court with a dedicated area to have their meals outside of their shift. This reserved staff area will give airport workers the convenience of not having to hunt for a table at the food court, especially during busy meal times.

### **Enhancing air quality and safety at Changi**

The terminals' air-conditioning and mechanical ventilation systems have also been enhanced given the threat from the more transmissible COVID-19 variants. These air quality enhancements include the use of hospital grade MERV-14 filters and installation of UV-C sanitisation in the air-conditioning systems, as well as portable air purifiers with HEPA filters in the main dining area at the Kopitiam food court.

The multiple safety measures aim to give visitors peace of mind to freely visit the departure halls and T3B2 to shop and enjoy their meals. As Changi welcomes the public back to its terminals, more than 80% of the retail and F&B outlets at T1 and T3 will resume operations (refer to Annex for list of outlets open). Photo spots featuring destinations across the world, such as Australia, Indonesia, Hong Kong and South Korea have also been set up for visitors to enjoy after their meals.

Mr Han Kok Juan, Director-General of the Civil Aviation Authority of Singapore (CAAS), said, “We are satisfied with the safeguards put in place by Changi Airport Group (CAG) and the airport community for the reopening of Terminals 1 and 3. As Singapore takes cautious steps to further reopen our borders, we need to ensure that Changi Airport remains a safe airport for travellers coming into and transiting through Singapore, airport workers and the general public. CAAS will continue to actively review safety protocols at the airport based on an assessment of risks and the prevailing COVID-19 situation.”

Mr Lee Seow Hiang, Chief Executive Officer of CAG said, “Ensuring the health and safety of passengers, visitors and airport staff remains the top priority for CAG. With the reopening of Changi Airport’s terminals to visitors, we continue to work with the authorities and our airport partners to put in place and maintain multiple layers of safety measures. We hope this assures all airport users and instills a high sense of confidence among them. For the airport community who have rallied with us over the past few months, we want to thank them for their perseverance and determination to keep Changi safe for all.”

High resolution images can be downloaded from [here](#).

[\[1\]](#) Passengers from Australia, Brunei, Canada, Germany, Hong Kong, Macau, Mainland China, New Zealand and Taiwan can be received in the Arrival Halls. This list of countries is subject to change.

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***About Changi Airport Group***

Changi Airport Group (Singapore) Pte Ltd (CAG) ([www.changiairportgroup.com](http://www.changiairportgroup.com)) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.